

W-04069A-16-0080



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**ORIGINAL** **Arizona Corporation Commission**  
**Utilities Complaint Form**

**Investigator:** Trish Meeter

**Phone:** <<< REDACTED >>>

**Opinion Date:** 5/6/2016

**Opinion Number:** 2016 - 130440

**Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Opposed

**Closed Date:** 5/6/2016 12:04 PM

**First Name:** Terry

**Last Name:** Keaton

**Account Name:** Terry Keaton

**Address:** <<< REDACTED >>>

**City:** Oatman

**State:** AZ

**Zip Code:** 86433

**Cell:** <<< REDACTED >>>

**Email:** <<< REDACTED >>>

**Company:** Oatman Water Company, LLC

**Division:** Water

**Nature Of Opinion**

**Docket Number:** W-04069A-16-0080

As a customer of Oatman Water Company my concerns are as follow; 1) my water bill is around \$50.00 to \$55.00 now for water that is non drinkable. The water I had tested was at 84 grains of hardness cost me \$6000.00 for a system so i can use the water and not ruin my new water heater, plumbing, and not stain the laundry. 2) The company is run very poorly and the system is never worked on or upgrades made and only emergency repairs made when needed 3) The rate increase ask for is way out of line. Way to big of jump in cost to the consumer. I don't get those kind of increases in social security so it hurts on a fixed income 4) The water company has access to a well with very good water but will not go to the expense to hook into the existing system just wants more revenue for the bad water we get now with out trying to fix the problems.

Comments sent to Company as a complaint in 129496

Arizona Corporation Commission

**DOCKETED**

**MAY 13 2016**

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DOCKET CONTROL

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